

Mail Services

MSC-RD-10449

Revision 1

Effective Date: July 6, 2011

Topic: Site Business Management

Mail Services

1.0 PURPOSE AND SCOPE

This Level 1 Requirements Document identifies the requirements for onsite or offsite mail services. The requirements apply to the [contract-allowable mail](#) produced or received by Hanford Site contractors.

NOTE: Definitions for terms specific to this document can be found in [Appendix A, Glossary](#).

2.0 REQUIREMENTS

NOTE: For the tables in this section under the requirement "type" column, "V" means verbatim and "I" means interpreted.

#	REQUIREMENT	TYPE V or I	SOURCE
1.	Mail Services shall be performed in accordance with 41 CFR Ch. 102-192, Mail Management.	I	41 CFR Ch. 102-192
2.	Only contract-allowable mail shall be sent or received through Central Mail. a. Mail associated with commercial work performed by Hanford Site contractors shall not be sent or received through Central Mail. b. Personal mail shall not be sent or received through Central Mail.	I	41 CFR 102-192
3.	All mail addressed to a DOE facility becomes the property of DOE once received and can be opened if required.	I	41 CFR 102-192
4.	Items unsuitable for transport through the mail shall not be sent to Central Mail (e.g., materials and supplies; electronic devices; spillable contents; food stuffs; sharp objects such as metal pieces, glass, glass chips, or sand). NOTE: These items can cause injury to mail handlers or equipment damage.	I	41 CFR 102-192
5.	When mail is misdirected or addressed to a person no longer at that address, the company or recipient of the mail shall either forward it to the addressee or cross out the mail stop identification number (MSIN) and return it to Central Mail.	I	41 CFR 102-192

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6.	Envelope type and size shall properly accommodate, retain, and protect the contents. An envelope that is too large allows the contents to slide and creates an imbalance, causing ripping and loss of contents. a. Overstuffing of envelopes shall be avoided. An overstuffed envelope can burst and the contents mix with other mail, resulting in some loss of contents. b. The envelope shall be strong enough to accommodate the weight of the contents. Stress on seams or sharp edges may cause the envelope to tear apart, resulting in loss of contents, injury to mail handlers, or equipment damage.	I	41 CFR 102-192
7.	Contact Central Mail (943-1870) when planning a large specialized mailing. Central Mail will help ensure that the mailing is done in the most cost effective, efficient, and timely manner possible.	I	41 CFR 102-192

2.1 Onsite Mail

1.	The site-wide Mail Stop Identification Numbering (MSIN) system shall be used for mail to be processed on the Hanford Site. This MSIN is assigned by Central Mail and identifies the mail delivery route and the delivery location.	I	41 CFR 102-192
2.	Mail shall be clearly addressed with the name of the addressee and the appropriate MSIN.	I	41 CFR 102-192
3.	Whenever possible, plant envelopes shall be reused for onsite mail delivery, with the previous address crossed out or covered up. Surplus envelopes may be sent to Central Mail, G3-00, for redistribution and reuse.	I	41 CFR 102-192

2.2 Offsite Mail

1.	Mail that is sent offsite shall be properly identified, marked, and protected in accordance with MSC-PRO-184 , <i>Information Protection and Clearance</i> .	I	DOE M 471.3-1, Att 1, Item 9.e (1)
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2.	<p>Outgoing and incoming classified material shall be handled and processed by Classified Document Control (see MSC-RD-12223, <i>Protecting and Controlling Classified Matter</i>).</p> <p>a. If classified material is improperly delivered through Central Mail services, immediate notification shall be made to the Patrol Operations Center by calling 373-3800.</p> <p>b. The classified material shall be maintained in the possession of personnel with appropriate access authorization until relinquished to the custody of Hanford Patrol.</p>	I	DOE M 470.4-4A
3.	Packages going offsite through commercial delivery services shall be coordinated by Central Warehousing Operations, Shipping.	I	41 CFR 102-192
4.	<p>Mail of any kind for transport by the U.S. Postal Service should be enclosed in an appropriate envelope or mail container.</p> <p>NOTE: <i>Outgoing U.S. Postal Service mail does not require a stamp. Central Mail posts the mail from a postage meter for each company.</i></p>	I	41 CFR 102-192
5.	Standard letter-size envelopes and packaging shall be used for outgoing mail that will be sent through the U.S. Postal Service. Details about standard size postcards, envelopes, and packages are available online at http://postcalc.usps.gov/ .	I	41 CFR 102-192
6.	<p>Complete delivery address and return address shall be placed on the envelope.</p> <p>a. For the delivery address, place the recipient's name, company/agency name, and address.</p> <p>b. For the return address, place the name of the sender, MSIN, contractor, Post Office box number, Richland, WA 99352.</p> <p>NOTE: <i>If the contractor name and Post Office box number are not included, postage will not be applied, and the mail may be opened and returned to the source organization if possible. If the sender is undeterminable, the mail will be held in the dead letter file for six months. At the conclusion of the dead letter period, the mail will be destroyed.</i></p>	I	41 CFR 102-192

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2.3 Suspicious Mail, Recognition Criteria

WARNING

A hardwire ("land-line") telephone should be used for the 373-3800 notification. Two-way radios or cellular telephones should not be used or operated, as the electric energy can trigger explosive devices. Suspicious packages should not be handled.

1.	<p>If you believe you have received a suspicious item, do not handle it. Immediately notify the Patrol Operations by calling 373-3800 when onsite. When offsite notify the Community 911. The presence of any of the following characteristics may signify that an item holds the potential for threat or danger.</p> <ul style="list-style-type: none">• Unexpected foreign, priority, or special delivery mail.• Excessive postage; usually stamps, not meter strips.• Postmarked from area different than return address.• No return address.• Handwritten or poorly typed address; cut-and-paste lettering.• Titles, but no names or wrong title with name.• Misspellings of common words.• Oily stains or discolorations.• Excessive weight for size of envelope or package.• Protruding wires, screws, or other metal parts.• Excessive binding materials; e.g., masking tape, electric or strapping tape, string, twine.• Unusual odor.• Unusual sounds.	I	41 CFR 102-192
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3.0 ROLES AND RESPONSIBILITIES

3.1 Facility

Facility Contact Central Mail for assistance with the following needs and processes:

- Questions concerning outgoing U.S. Postal Service mail,
- Requests for a MSIN to be assigned to a specific location,
- Instructions for preparing U.S. Postal Service express mail, certified mail, and registered mail,
- Information about how to send accountable mail,
- Obtaining mail-related forms (e.g., return receipt cards, customs declaration forms, express mail forms, certified mail forms, express mail envelopes, priority mail envelopes),
- Coordinating high-volume postal mailing. For high-volume mailing, addressing and labeling information for distribution shall be provided,
- Guidance for how to fold, label, and fasten forms, memos, flyers, etc. that have no envelope,
- Sending international mail.

4.0 REFERENCES

4.1 Source References

41 CFR102-192*Mail Management*

DOE M 470.4-4A, *Information Security*

DOE M 471.3-1, *Manual for Identifying and Protecting Official Use Only Information*

4.2 Working References

[MSC-PRO-184](#), *Information Protection and Clearance*

[MSC-RD-12223](#), *Protecting and Controlling Classified Matter*

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APPENDIX A

Glossary

Accountable Mail: Mail that requires special handling (e.g., express mail, global priority, insured, registered, certified, or return-receipt).

Contract-Allowable Mail: Mail specifically supporting work funded and authorized by the U.S. Department of Energy.

Personal Mail: Mail that includes, but is not limited to, non job-related catalogs, brochures, merchandise, greeting cards, bills, personal financial statements, magazines or periodicals, letters to or from non-work related organizations, letters with a home or non-work related return address, any form of chain letter, and any other unofficial mail.